"Leading with Excellence"

Inna Sarac, PQA Co-Chair, Medical Examiner-Coroner
Keisha Belmaster, PQA Co-Chair, Health Services — Harbor UCLA
Medical Center



County of Los Angeles
Quality and Productivity
Commission
2021





Important Changes to this Year's PQA

- Format This year's PQA will be held in a hybrid format. Top Ten recipients and possibly Commission Specials will receive their awards at the Board Hearing Room. Other attendees can participate using a virtual interactive platform called Lunchpool or through live streaming (Details to follow)
- Award Descriptions A new award called COVID-19 Impact Award has been added to the Commission Specials. The description for this award is: Highlighting the outstanding efforts and innovations by County departments during the pandemic, which leads the path to COVID recovery. Additional details to follow in the presentation
- Application Electronic, wet, or scanned signatures are acceptable for all signatures and applications can be submitted electronically. Hard copies will not be required
- <u>Evaluation</u> This year's evaluation will be held electronically. Additional details to follow in the presentation
- Costs There will be no cost for anyone attending the ceremony. However, there may be a limit on the number of people attending from each department (Details to follow)



Dates to Remember

June 25, 2021, by 5 p.m. PQA Entry Due Date (give yourself

an internal deadline to allow time

for review and updates)

July 26 - August 4, 2021

Evaluation (submitted projects and the scoring sheet will be emailed)

August 4, 2021, by 5 p.m. Evaluation Scoring Sheets Due

August 18-31, 2021 Top Ten Site Visits

September 7-16, 2021 PQA Video Shoots

October 13, 2021 Awards Ceremony (Hybrid Event)



Submission Deadline

Friday, <u>June 25</u>, 2021
By 5 p.m.
Electronic, Wet, or Scanned
Signatures are Acceptable

Email: lperez@bos.lacounty.gov



SIGNATURES

- Commissioners are allowing eSignatures, wet, or scanned signatures for all signatures
 - Originals will not be required to be delivered to the Commission office. Electronic versions with <u>all</u> signatures will be accepted. (Be sure to include collaborator signatures and send your documents together in one email)



Grand Eagle Awards

- / Gold
- Silver
- Bronze

Top Ten Awards





Commission Special Awards

- Changemaker Award
- County Image Enhancement Award
- Customer Service Award
- Mega Million Dollar Award
- Outstanding Teamwork Award
- Performance Measurement Award
- Process Improvement Award
- Community Inclusion Award
- Commissioners' Legacy Award
- COVID-19 Impact Award (new)



COVID-19 IMPACT AWARD Special Criteria

- The implementation date for this award is on or before December 31, 2020
- However, any project that has not met the 1-year criteria for a PQA application, will not be eligible for any of the other awards and will only be eligible for the COVID-19 Impact Award. In addition, once an application is submitted, the Department cannot enter the same project in subsequent years
- A check-off box has been added to the application asking if it is a COVID-19 Impact Award



Other Awards

(not presented on stage)

- Special Merit Plaques
- Traditional Plaques
- Certificates of Recognition



Application Guidelines

- Department Heads and Productivity
 Managers must sign all applications
- An electronic copy of the application is due by Friday, <u>June 25, 2021, 5:00 p.m</u>. Be sure to have collaborator(s) signatures included in your email
- Electronic copy to be sent to: <u>lperez@bos.lacounty.gov</u>



Application Guidelines (cont.) Official Form

- Name of Project short and descriptive
- Date of Implementation/Adoption
- Project Status ongoing or one-time
- Has Department submitted project before?



Application Guidelines (cont.) Title of Project is Limited to 50 Characters

Too long: Language & Culture Resource Center/Video Medical Interpretation Project (LCRC/VMI) 82 characters

Better: Language & Culture Resource Center 34 characters

Vague: The 83rd and Vermont Avenue Project

Better: "Women's Reintegration Services" or "Women

on the Move"



Application Guidelines (cont.) Official Form

- Executive Summary
- Joint Submissions
- Fact Sheet
- Cost Avoidance, Cost Savings, and Revenue Generated (Estimated Benefit)





2021 PQA
Application
Executive Summary
(Page 1)

| | 202 | 1 APPLICATION | | |
|---|---|--|---|-----------------------------------|
| Title of Project (Limited to: | 202 50 characters, including spaces | | | |
| NAME OF PROJE | | | | |
| | | | | |
| DATE OF IMPLEMENTA | TION/ADOPTION: | | | |
| | (Must have been full | y implemented for a minimu | ım of at least one year - on | or before July 1, 2020) |
| must be implemented ago will not be eligib | IIS PROJECT IS BEING SUBI d on or before December lile for any other PQA aw- ect for awards considerati | 31, 2020. Note: Proj ards. In addition, one | jects implemented le ce a project is subm | ss than one year |
| PROJECT STATUS: | ? | Ongoing | One-time only | |
| HAS YOUR DEPARTME | | | | |
| SUBMITTED THIS PROJE | · · · · · · · · · · · · · · · · · · · | Yes | No | 10 maint fr-1 |
| | Describe the projections concisely what different | | | ı∠ point iont. |
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| (1) | (2) | (3) | (1)+(2)+(3)= | SERVICE |
| ACTUAL/ESTIMATED ANNUAL COST | | | TOTAL ANNUAL ACTUAL/ESTIMATED | SERVICE ENHANCEMENT PROJECT |
| ACTUAL/ESTIMATED | (2) ACTUAL/ESTIMATED | (3) ACTUAL/ESTIMATED | TOTAL ANNUAL | ENHANCEMENT |
| ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE \$ | (2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS \$ | (3) ACTUAL/ESTIMATED ANNUAL REVENUE | TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT \$ | ENHANCEMENT PROJECT |
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| ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE SUBMITTING DEPARTMENT! PROGRAM MANAGER'S NAM PRODUCTIMATY MANAGER'S | (2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS \$ ANNU NAME AND COMPLETE ADDRESS ME EMAIL NAME AND SIGNATURE RECOVER PROSECUREY (MANAGEN') MARY) | (3) ACTUAL/ESTIMATED ANNUAL REVENUE \$ AL = 12 MONTHS ONLY | TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT \$ TELEPHONE NUMBER TELEPHONE NUMBER TELEPHONE NUMBER | ENHANCEMENT PROJECT |



2021 PQA Application Fact Sheets (Pages 2, 3, and possibly 4)

| | 2021 APPLICATION | |
|---|--|---|
| NAME OF PROJECT: | ng spaces, using Arial 12-point font): | |
| 1st FACT SHEET — LIMITED to solution(s), and benefit(s) productivity-related outcome(success and specify assessing the success and specify assessing the succession of the succession | of the project to the Cou | unty. What quality an ed? Provide measures |
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| "Leading with Excellence" 2021 APPLICATION | | | |
|---|--|--|--|
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| Use Arial 12-point font. | | | |
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2021 PQA **Application** Linkage to Strategic Plan (Page 4 or 5)

Quality and Productivity Commission 34th Annual Productivity and Quality Awards Program "Leading with Excellence"

2021 APPLICATION

itle of Project (Limited to 50 characters, including spaces, using Arial 12-point font) NAME OF PROJECT:

Linkage to the County Strategic Plan - 1 page only. Which County Strategic Plan goal(s) does this project address? Explain how. Use Arial 12-point font.



2021 PQA
Application
Cost
Avoidance,
Benefits, and
Revenue
Generated
(Page 5 or 6)

| 34 th Annual Productivity and Quality Awards Program <i>"Leading with Excellence"</i> | | | | |
|---|----|--|--|--|
| 2021 APPLICATION | | | | |
| Project (Limited to <u>50 characters,</u> including spaces, using Arial 12-point font): IE OF PROJECT: | | | | |
| AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY): If y | OL | | | |
| aiming cost benefits, include a calculation on this page. Please indicate whether these benef in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. You <u>must</u> include nation of the County cost savings, cost avoidance or new revenue that matches the numbers in t Remember to keep your supporting documentation. <u>Use Arial 12-point fort</u> | aı | | | |
| | | | | |

Cost Avoidance: Costs that are eliminated or not incurred as a result of program outcomes. Please indicate whether these are costs to the Country or to other entities.

experioditares by the County of by other entities.

| (1) | (2) | (3) | (1) + (2) + (3) | SERVICE ENHANCEMENT |
|---------------------------------|--------------------------------------|---------------------------------|----------------------------------|------------------------|
| ACTUAL/ESTIMATED ANNUAL COST | ACTUAL/ESTIMATED ANNUAL COST SAVINGS | ACTUAL/ESTIMATED ANNUAL REVENUE | TOTAL ANNUAL ACTUAL/ESTIMATED | PROJECT |
| AVOIDANCE | | | BENEFIT | _ |
| | \$ | \$ | \$ | |
| • | | | | |

ANNUAL= 12 MONTHS ONLY



SAMPLE 1
Cost
Benefit
Page

Quality and Productivity Commission 34th Annual Productivity and Quality Awards Program "Leading with Excellence"

2021 APPLICATION
Title of Project (Limited to <u>50 characters</u> including spaces, using Arial 12 point font):
NAME OF PROJECT:

COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY): If you are claiming cost benefits, include a calculation on this page. Please indicate whether these benefits apply in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use, Airal 12-parties for

Cost Avoidance: Costs that are eliminated or not incurred as a result of program outcomes. Please indicate whether these are costs to the County or to other entities.

Cost Savings: A reduction or lessening of expenditures as a result of program outcomes. Please indicate whether these were expenditures by the County or by other entities.

Revenue: Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

| ANNUAL COST AVOIDANCE \$ 200.880.000 | ANNUAL COST SAVINGS | ANNUAL REVENUE | ACTUAL/ESTIMATED BENEFIT | PROJECT |
|--|---------------------|------------------|-----------------------------|-------------|
| (1) | (2) | (3) | (1) + (2) + (3) | SERVICE |
| ACTUAL/ESTIMATED | Actual/Estimated | ACTUAL/ESTIMATED | Total ANNUAL | ENHANCEMENT |

ANNUAL = 12 MONTHS ONLY

Cost Avoidance

- Metropolitan Water District's Tier 1 Ful- Service Water Rate is \$744 an Acre-Foot. Public Works captured 270,000 acre-feet of stormwater during the 2009-2010 season, which offset costly water purchases from cutsid at the recipion.
- Cost Avoidance/Stormwater Capture: \$744 x 270,000 Acre-Feet \$200,880,000 cost avoidance to residents of the County.

Cost Savings

- We work very closely with treatment facilities and water districts to recharge recycled water into the system.
 Recycled water has a value of 5894 per Acre-Foot. Public Works recharged 55,700 Acre-Feet of water during that 2009-2010 season.
- Cost Savings/Recharge of Recycled Water: \$694 x 55,700 Acre-Feet = \$38,655,800

Revenue

By running the hydro-electric facilities at San Gabriel Dam, actual revenue is earned each month, which is paid by Southern California Edison. In 2010, over 22,780,000 (Movatt-hours (KMVh) of power was produced from the power plants. Stormwater captured during the 2009-2010 season produced over \$1,600,000 of revenue cenerated from the power plants.

Avoidance: \$200,880,000
Savings: \$ 38,655,800
Revenue: \$ 1,600,000
Total Annual
Benefit: \$ \$241,135,800

We Support Plain Language

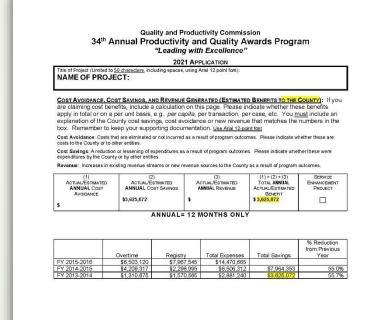
Briefly explain how you arrived at the numbers.

Ensure there is a calculation.

Be sure the numbers match!



SAMPLE 2 Cost Benefit Page



Briefly explain how you arrived at the numbers.

Ensure there is a calculation.

Be sure the numbers match!

We Support Plain Language

PAGE 5



2021 PQA
Application
Collaborations
(Page 6 or 7)

| 2021 A | PPLICATION |
|--|--------------------------------------|
| Title of Project (Limited to <u>50 characters</u> , including spaces, usin NAME OF PROJECT: | g Arial 12-point font): |
| FOR COLLABORATING DEPARTMENTS (For single department submissions, do not include this | page) |
| DEPARTMENT No. 2 NAME AND COMPLETE ADDRESS | |
| PRODUCTIVITY MANAGER'S NAME AND SIGNATURE | DEPARTMENT HEAD'S NAME AND SIGNATURE |
| EMAIL: | EMAIL: |
| DEPARTMENT No. 3 NAME AND COMPLETE ADDRESS | - 1 de - 14 |
| Productivity Manager's Name and Signature | DEPARTMENT HEAD'S NAME AND SIGNATURE |
| EMAIL: | EMAIL: |
| DEPARTMENT No. 4 NAME AND COMPLETE ADDRESS | |
| Productivity Manager's Name and Signature | DEPARTMENT HEAD'S NAME AND SIGNATURE |
| EMAIL: | EMAIL: |
| DEPARTMENT No. 5 NAME AND COMPLETE ADDRESS | |
| Productivity Manager's Name and Signature | DEPARTMENT HEAD'S NAME AND SIGNATURE |
| EMAIL: | EMAIL: |
| DEPARTMENT NO. 6 NAME AND COMPLETE ADDRESS | 1 |
| PRODUCTIVITY MANAGER'S NAME AND SIGNATURE | DEPARTMENT HEAD'S NAME AND SIGNATURE |
| EMAIL: | EMAIL: |
| DEPARTMENT No. 7 NAME AND COMPLETE ADDRESS | 1 |
| PRODUCTIVITY MANAGER'S NAME AND SIGNATURE | DEPARTMENT HEAD'S NAME AND SIGNATURE |
| EMAIL: | EMAIL: |



Top Ten Winners

Productivity Manager Coordinates:

- Commission site visit
- Photos (high resolution) and video shoot
- RSVPs to Ceremony
- Board presentation





Top Ten Site Visits (TBD)

I. Agenda

- a. Welcome
- b. Introductions
- c. Department Presentation
- d. Q&A
- e. Tour/Walkthrough

II. Location

- a. Sound/Volume
- b. Room Temperature

III. Parking

- a. Instructions (be specific)
- b. Mark Spaces (cones, names, etc.)
- c. Welcome Committee
- d. Film Crew closest to entrance (equipment)



Top Ten Site Visits (cont.)

IV. Presentation/Handouts/Videos

- a. Prepare presentation packets (not required, but helpful)
- b. Presentation Coverage:
- Provide brief background (include data, statistics, etc.)
- State the problem
- Discuss the solution and impact
- Who? What? When? Where? Why? How?
- Have key stakeholders and collaborators present



Top Ten Site Visits (cont.)

V. Video Shoot

- a. Script / Speakers
- b. Revisions/changes
- c. Final Video (1-2 minutes)

VI. PQA Program

- a. Will need High Resolution photos and/or videos
- b. RSVP through Productivity Manager(s)
- c. Award Acceptance (details to follow)



Tips for submitting a successful proposal:



Tip 1

Don't submit proposals before their time!





Tip 2

Find a niche.





Tip 3

Target reader and consider your audience –

Quality and Productivity Managers





Tip 4

Clearly explain the project's benefits.





Tip 5

Quality Control: make sure to produce an errorfree document.





Tip 6

If you collaborate with other Departments, give them enough time to review and add to the entry. Keep them involved from very start.





Tip 7

Well-written entries often are scored higher than entries that are not well-written.

However, the intent is to award points to projects that clearly exhibit quality and productivity including factors such as:



Tip 7 (con't)

- Transferability
- Quality
- Collaboration
- Productivity or Service Enhancement
- Impact
- Creativity
- Cost Benefit
- Measures of Success





Questions?

